

Passenger Survey

You are our customer. As an AMC traveler, we value and need your feedback to improve the service we provide. Remember to fill out the AMC Form 22, *AMC Passenger Survey*. This survey helps us pinpoint improvement areas and assists us in making your future travels a more pleasurable experience.

What Happens in the Event of a Delay?

Carrier Delays. These delays are within the control of the carrier, e.g., maintenance or late arrivals. If the delay extends over a meal period, manifested passengers will receive a meal voucher for a hot meal and transportation to/from the meal area. If the delay requires an overnight stay then meals, transportation, and billeting (hotel vouchers) will be provided. For overnight stays, unaccompanied passengers are afforded the opportunity to have a separate room. If passengers miss their connecting flight because the mission was delayed at any point and arrived at the passenger's manifested destination two hours or more after scheduled arrival or the passenger receives their baggage late, the contractor shall reimburse passengers for any penalty fees imposed on them by the commercial airlines in which they have onward transportation. Contact the airline for reimbursement. You will need a copy of your AMC boarding pass and documentation from the airline charging you this fee.

Non-carrier Delays. These delays are not within the control of the carrier, e.g., weather or Air Traffic Control delay. The government assumes responsibility for all manifested passengers during these delays. If this type of delay requires an overnight stay, then only billeting, to include transportation to/from, is provided. Meals are the responsibility of the traveler. Meals and miscellaneous expenses are reimbursable through official travel per diem.

Comparison of PE and Commercial

	PE	Commercial
Leg Room	34"	32"
Meals	Business Class	Coach Class
Space A Opportunity	Yes	No
Amenities (child packets, hot towels)	Mandatory	Optional

For more information, contact one of the AMC Gateways or your local Transportation Office or AMC Passenger Terminal.

AMC Gateways

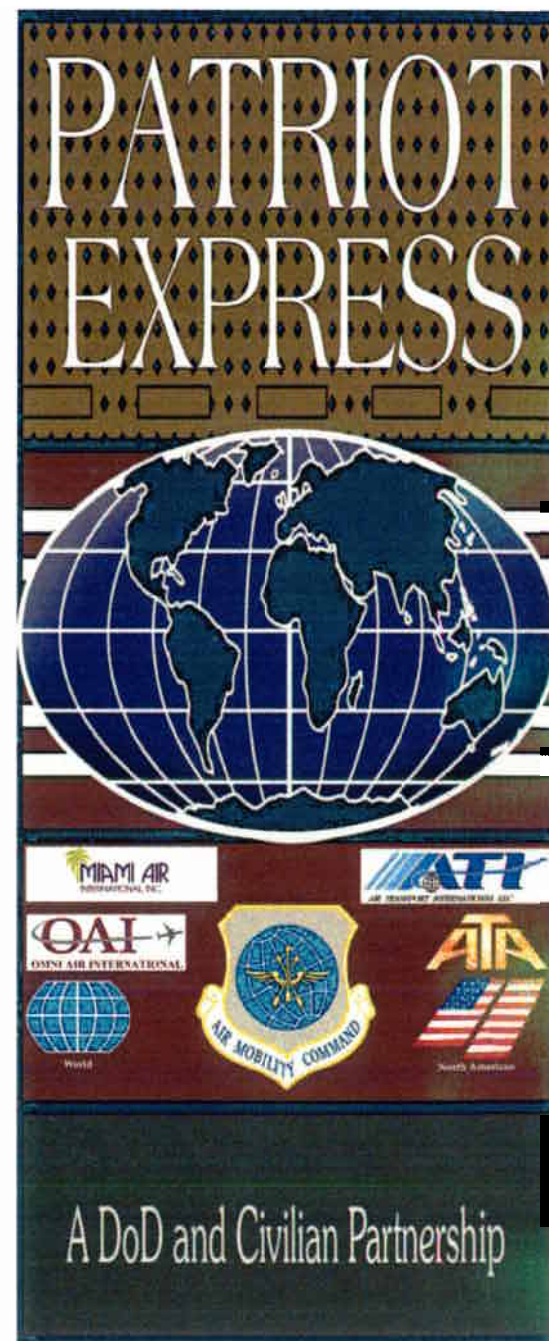
Atlanta-Hartsfield Intl (ATL) (803) 963-3070
DSN 673-3070

Note: these numbers are for Charleston AFB Passenger Terminal who is fielding calls for the Atlanta AMC Gateway

Baltimore-Washington Intl (BWI) (877) 429-4262
DSN 243-6940

Los Angeles Intl (LAX) (310) 363-0714
DSN 833-0714

Seattle-Tacoma Intl (SEA) (877) 863-1463
DSN 382-0555



What is *Patriot Express*?

The *Patriot Express* (formerly known as Cat B or "Freedom Bird") is a contracted commercial charter mission that provides support for duty travelers and their family members. AMC schedules these international charter flights on a regular basis to and from commercial airports (AMC gateways) and/or military terminals. These flights offer an array of in-flight amenities and operate the same as scheduled commercial airlines. The *Patriot Express* is also an excellent provider of troop morale by providing "Space A" Travel opportunities to and from the United States.

Leg Room

AMC and the *Patriot Express* carriers have worked hard to make sure that you have as much room as possible. The seat pitch, which can be equated to legroom, is 34 inches on many of the *Patriot Express* missions compared to 32 inches on many commercial airlines. Two inches may not seem like much but on a 12-hour flight it is huge!



The Amenities

Patriot Express provides many amenities not available to the coach class traveler on commercial airlines. The meals are comparable to business class meals and special meals such as kosher, children's, diabetic, and

vegetarian can be ordered with 24 hours notice. Hot towel service is provided prior to each meal service. Children receive a fun kit with games, puzzles, coloring/drawing material, and pilot/cabin attendant wings. The latest box office movies are shown and headsets are provided free of charge during the flight. A variety of up-to-date magazines are also offered for reading pleasure.



Contract Enforcement

Contract administrators from 15th and 21st Air Force and AMC passenger policy personnel routinely travel on missions to inspect the carrier for contract compliance. In addition, each location's Quality Assurance Specialists perform inspections prior to mission departure. In this way we partner with the contracted carriers to ensure our passengers receive the best possible service.

Pets

Families in PCS status are authorized to take two pets (dogs and cats only) as long as the kennels, with pets, do not exceed 150 pounds. The pet must be able to lie down, stand up, and turn around. The kennel must be approved for air travel by the International Air Transport Association (IATA). For the safety of your pet, soft-sided kennels are not allowed. Passengers are responsible for all pet shipment requirements, quarantines, and all costs associated with the shipment

of their pet. Depending on your destination, pet costs can vary between \$70-\$90 for an average sized pet. Check with your veterinarian for advice on preparing your pet for shipment, including such issues as immunizations, feeding, watering, sedative, etc. For required pet documentation, you can check with the local Transportation Office.

AMC Gateways

Passenger check-in at our AMC gateways opens 6 hours prior to departure to allow passengers to check in early and check their bags. If passengers elect not to check in early, the required show time is no later than 2 hours 20 minutes prior to departure. Check in times are designed to ensure on time departures. If you encounter any difficulties during your passenger processing, please ask for an on site military representative.



Cost to the Government

When seats go unused on *Patriot Express* missions and a traveler flies commercial for official travel, the taxpayer (you) pays twice for that unused seat. Together we are all charged with being good stewards of scarce government dollars. Thank you for riding *Patriot Express*!

Shipping Your Pet



This brochure is designed to aid you, the Department of Defense (DOD) traveler, in preparing your pet for shipment in conjunction with your permanent change of station (PCS). Please keep in mind regulations and restrictions change, therefore we recommend you confirm this information with your local transportation office.

Shipment Guidelines

DOD regulations limit pet shipment to passengers in PCS status only. Pets are defined as dogs and cats only. You are limited to two pets per family, unless moving pets under the Grandfathered Pet Policy or the Space Available Pet Program (see below).

Grandfathered Pet Policy: AMC will ship more than two pets to the Continental U.S. (CONUS), provided pet spaces are available and the sponsor has documented proof that AMC moved these pets overseas prior to 1 Sep 2001 (the date the two-pet-limit-per-family was implemented).

Space Available Pet Program: Fifteen days prior to AMC flight departure, open pet spaces are available to travelers that already have two pet spaces booked. Contact your local transportation office to arrange the additional space(s). If there is extra space available for your pet(s), your transportation

office will secure a reservation in the passenger/pet reservation system. A confirmation print-out will be provided to you to present upon request as the authority to move more than two pets per family. Note: Pets moved under this program are not eligible to move under the Grandfathered Pet Policy, and will only be moved back to CONUS, under the Space Available Pet Program.

Note: The commercial airline industry currently imposes a 100-pound pet and kennel weight restriction and does not allow pet shipments during seasonal hot/cold conditions. These industry restrictions should be considered when making pet travel plans. AMC does not impose seasonal hot/cold embargoes on pet shipments.



When you request reservations you must present DD Form 2208, Rabies Vaccination Certificate (or civilian equivalent), or DD Form 2209, Veterinary Health Certificate, to your local transportation office (as proof of ownership). Be aware that pet space is limited on all flights, so requests for reservations will be made on a first-come, first-served basis.

Processing your pet is a simple process. You must arrive at the AMC Gateway no later than 2 hours and 20 minutes prior to flight departure. Passengers on contract commercial flights (i.e., Patriot Express, Category B) may check-in up to 6 hours prior to departure; but, due to limited pet storage space, you must retain custody of your pet until 45 minutes prior to boarding unless there is a suitable holding area available. All pets must remain in their container while in the terminal area.

Please remember you are responsible for obtaining all required documentation, immunization and border clearance requirements, and you should be prepared to defray any associated costs.

Pet kennels (shipping containers) must be approved for air shipment and are available at most exchanges, retail stores and commercial airports. You are responsible for following all USDA and IATA regulations regarding the size and type of kennels utilized. The kennel must provide adequate ventilation and be large enough for your pet to stand up, turn around, and lie down with normal posture and body movements. Pets will not be accepted in kennels that are too small. Additionally, for the safety of your pet, soft-sided or collapsible kennels will not be accepted. Several layers of newspaper, shredded paper, or absorbent material should be placed in the bottom of the kennel. Do not use straw, hay, grass, sawdust, sand, or soil. Normally, pets will be individually kennelled; however, two small animals (younger than 6-months old) of the same species and comparable size which are used to cohabitation, and weighing less than 30.8 pounds each, may be shipped in the same kennel as long as they can stand up, turn around, and lie down. If your pet will be traveling in-cabin, the kennel cannot exceed 20"Lx16"Wx8"H to ensure it will fit under the seat in front of you.



SOME HELPFUL HINTS

Pet and Kennel. Allow your pet to get accustomed to the kennel a few days before departure so he/she will be more comfortable in his/her temporary home during flight. Use the kennel as a bed or feed the pet in the kennel for several days.

Tranquilizers. Sedation is not advised since effects of tranquilizers on animals at high altitudes are unpredictable. Your veterinarian should decide whether or not to prescribe a tranquilizer for your pet. If you believe some form of sedation might be helpful, be sure to obtain expert advice.

Leash. Carry a leash with you on your trip so you can walk your pet before check-in and after arrival.

Animals in Public Areas. Do not take your pet out of its kennel inside the airport. In keeping with airport regulations and courtesy for other passengers, you should let your pet out only after you leave the terminal building.

Kennel and Pet Identification (ID). Mark the kennel with your pet's name and include your name, destination or unit address and phone number if available. We also suggest you purchase an ID tag for your pet.

Pet Health. Have your pet evaluated by your personal veterinarian to be sure your pet is fit for air travel. Some species, (e.g. pug-nosed dogs), simply do not fly well because they have difficulty breathing even under normal conditions.

Pet Stress. Keep strangers, especially children, at a distance if your pet seems to be nervous. Even the most gentle pet can be provoked into growling or snapping.

Pet Immigration Requirements. Contact your local transportation office for specific immigration requirements for the country to which you are shipping your pet.



If ground time exceeds two hours, pets will be off-loaded and owners provided the opportunity to visit their pets. When passengers are allowed to disembark from an aircraft due to flight delay, pet owners will also be provided the opportunity to visit their pets in order to walk them and provide water.

Fees are charged on a per-kennel basis. Your pet(s) and kennel with combined weight up to 70 pounds will be charged as one piece. Pet(s) and kennel with combined weight from 71-140 pounds will be charged as two pieces, and pet(s) and kennel weighing from 141-150 pounds will be charged as three pieces. Pet(s) and kennel weighing in excess of 150 pounds will not be accepted for shipment under any circumstances.

You should feed your pet very lightly and provide water before turning him/her in for shipment. You should also exercise your pet before coming to the terminal. Some pets with snub noses may experience respiratory difficulty in flight. Ensure your kennel has adequate ventilation and your pet is free of respiratory problems. If possible, because it causes great distress to other pets and may result in injury, do not ship female pets that are in heat (estrus). We cannot accept females with suckling young or unweaned animals. Weaned puppies younger than 8 weeks old should not be shipped due to possible dehydration. A familiar article or toy in the kennel may help placate your pet.

For additional information contact one of the AMC Gateways or your local Transportation Office /AMC Passenger Terminal.

AMC Gateways

Location	Telephone Number
Seattle Tacoma IAP (SEA)	DSN 382-0555; Com 253-982-0555 Toll Free 1-877-863-1463
Baltimore Washington IAP (BWI)	DSN 243-6900; Com 410-918-6900 Toll Free 1-877-429-4262
Los Angeles IAP (LAX)	DSN 833-0714, 310-363-0714
Atlanta Hartsfield IAP (ATL)	DSN 673-3070, 803-963-3070*

*Note: Charleston AFB Passenger Terminal is fielding calls for the Atlanta Gateway. **Atlanta Gateway is scheduled to close 1 Oct 2004.**

Passenger Policy Branch
402 Scott Drive, Unit 2A2

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Passenger Policy Branch

HQ AMC
Pet Brochure
24 August 2004



Enabling the "Global" in "Global
Vigilance, Reach and Power!"

Tel: DSN 779-4592
COM'L (618) 229-4592

Passenger Policy Branch